

THE SOUTH AFRICAN MOBILE DEVICES DISTRIBUTORS AND REPAIRERS' ASSOCIATION -SAMDDRA-

APPEAL POLICY.

OCTOBER 2023
VERSION 1.0

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1. INTRODUCTION

SAMDDRA is the South African Mobile Devices Distributors and Repairers Association, a membership based non-profit professional body to benefit the people of South Africa in matters related to mobile computing devices, electronic waste (e-Waste) or Waste from Electrical and Electronics Equipment (WEEE).

SAMDDRA is registered as a non-profit company (2020/549809/08) and a non-profit organisation (NPO Number: 248-753).

SAMDDRA is a professional body in mobile industry focusing on the sales, distribution of mobile devices, their accessories and peripherals as well as their recycling and management of electronic waste. SAMDDRA is an association and professional body whose members adhere to a code of conduct in the delivery of products and services to the public in South Africa.

This SAMDDRA Appeal's policy manual describes existing categories of grievances for which individuals, companies and organisations may lodge review requests. The manual indicates possible conditions and steps to seek redress against undesired outcomes around membership, certification, accreditation, or any other unforeseen item. This document should be read in conjunction with the grievance regulations.

2. APPEAL PROCESS

2.1. Justification of an appeal

An appeal is an application to a recourse process which is available to any SAMDDRA member or any other person interacting with SAMDDRA, in cases where a process yielded an unexpected outcome. Appeal cases can emanate from SAMDDRA membership, certification (designation), accreditation or any other area.

2.2. Appeals details.

The following steps will generally be followed for appeals:

1. A situation generates the need for appeal from an aggrieved person or party.
2. The appellant submits the appeal within the prescribed time period in writing to the indicated body (committee or person) that first rejected the application or request.

- This is the first level appeal. The appellant will have to motivate the reason for the appeal and a proof that any factor of the first decline has been positively rectified.
3. The first level appeal has 30 business days to respond to the appellant. A recommendation should be made within 30 business days from submission and in writing. Where the 30 business days requirement cannot be met, the appellant will be informed accordingly.
 4. Upon satisfactory resolution to the appellant, the case will be closed.
 5. If the appellant is not satisfied with the first level appeal's response, then the appellant will inform the first level appeal of the continued dispute.
 6. The appellant will then have the right to contact the second level appeal, which is at the management team level (manager or senior manager or director) depending on the structure of the concerned department or division. This includes the managing director. The appellant will have to justify the need for 2nd level appeal and a proof that any factor of the first level appeal rejection has been positively rectified.
 7. The second level appeal has 30 business days to respond to the appellant. A recommendation should be made within 30 business days from submission and in writing. Where the 30 business days requirement cannot be met, the appellant will be informed accordingly.
 8. Upon satisfactory resolution to the appellant, the case will be closed.
 9. If the appellant is not satisfied with the second level appeal's response, then the appellant will inform the second level appeal of the continued dispute.
 10. The appellant will then have the right to appeal at third and last level appeal, which is at the board level (a relevant sub-committee or the chair in cases where there is no clear recommendable committee). The appellant will have to justify the need for 3rd level appeal and a proof that any factor of the second level appeal rejection has been positively rectified.
 11. The third level appeal has 30 business days to respond to the appellant. A recommendation should be made within 30 business days from submission and in writing. Where the 30 business days requirement cannot be met, the appellant will be informed accordingly.
 12. The outcome of the third level appeal is final and enforceable to all.

13. At any level of the appeal, an independent consultant or committee may be contracted in order to deal with the appeal. The cost of such an intervention will be to the account of the appellant.
14. An independent consultant or committee may also be contracted in cases where conflicts of interest is perceived or identified, the cost of which is to be borne by the appellant.
15. In a case where the outcome of a Portfolio of Evidence (PoE), test or exam is appealed, the prescribed appeal fee must be paid before the appeal will be administered.
16. In the event of a successful appeal decision related to a Portfolio of Evidence (PoE), test or exam, 50% of the appeal fee will be refunded.

2.3. Appeals submission.

All appeals are done on email only, for the purpose of transparency. A copy of the email communication should be kept safe for any further reference. An email communication with all relevant documents needs to be forwarded to the appropriate email address below.

1. To lodge a first level appeal related to:

- **Membership:** members@samddra.org.za
- **Certification:** certification@samddra.org.za
- **Accreditation:** accreditation@samddra.org.za
- **Any other item:** info@samddra.org.za

2. To lodge a second level appeal related to:

- **Membership:** info@samddra.org.za
- **Certification:** info@samddra.org.za
- **Accreditation:** info@samddra.org.za
- **Any other item:** info@samddra.org.za

3. To lodge a third level appeal related to:

- **Membership:** info@samddra.org.za
- **Certification:** info@samddra.org.za
- **Accreditation:** info@samddra.org.za
- **Any other item:** info@samddra.org.za

2.4. Membership related appeals

The following table guides for membership related appeals:

Appeal Group	Appeal type	Appeal description	Appeal deadline	Acceptance conditions	First level	Second Level	Third level (Final)
MEMBERSHIP							
	New membership	Appealing declined new membership	20 business days after communication sent, else new submission required.	Proof that reasons of first decline have been positively rectified.	Membership committee	Appeal panel	Appeal panel
	Membership renewal	Appealing declined membership renewal	20 business days after communication sent, else new application required.	Proof that reasons for renewal decline have been positively rectified.	Membership committee	Appeal panel	Appeal panel
	Membership suspension	Appealing membership suspension	20 business days after communication sent, else new application required.	Proof that reasons for suspension have been positively rectified.	Membership committee	Appeal panel	Appeal panel
	Membership revocation	Appealing membership revocation	20 business days after communication sent, else new application required.	Reasons of revocation allow re-admission and Proof that reasons for revocation have been positively rectified.	Membership committee	Appeal panel	Appeal panel
	Any other Membership issue	Appealing any other membership issue	20 business days after communication sent, else new application required.	Proof that reasons that created the issue have been positively rectified.	Membership committee	Appeal panel	Appeal panel

2.5. Certification (designations) related appeals

The following table guides for certification (designations) related appeals:

Appeal Group	Appeal type	Appeal description	Appeal deadline	Acceptance conditions	First level	Second Level	Third level (Final)
CERTIFICATION							
	New certification	Appealing declined new certification	20 business days after communication sent, else new submission required.	Proof that reasons of first decline have been positively rectified.	Accreditation and certification board	Appeal panel	Appeal panel
	Certification renewal	Appealing declined certification renewal	20 business days after communication sent, else new application required.	Proof that reasons for renewal decline have been positively rectified.	Accreditation and certification board	Appeal panel	Appeal panel
	Certification suspension	Appealing certification suspension	20 business days after communication sent, else new application required.	Proof that reasons for suspension have been positively rectified.	Accreditation and certification board	Appeal panel	Appeal panel
	Certification revocation	Appealing certification revocation	20 business days after communication sent, else new application required.	Reasons of revocation allow re-certification and Proof that reasons for revocation have been positively rectified.	Accreditation and certification board	Appeal panel	Appeal panel
	Any other certification issue	Appealing any other certification issue	20 business days after communication sent, else new application required.	Proof that reasons that created the issue have been positively rectified.	Accreditation and certification board	Appeal panel	Appeal panel

2.6. Accreditation related appeals

The following table guides for accreditation related appeals:

Appeal Group	Appeal type	Appeal description	Appeal deadline	Acceptance conditions	First level	Second Level	Third level (Final)
ACCREDITATION							
	New accreditation	Appealing declined new accreditation	20 business days after communication sent, else new submission required.	Proof that reasons of first decline have been positively rectified.	Accreditation and certification board	Appeal panel	Appeal panel
	Accreditation renewal	Appealing declined accreditation renewal	20 business days after communication sent, else new application required.	Proof that reasons for renewal decline have been positively rectified.	Accreditation and certification board	Appeal panel	Appeal panel
	Accreditation suspension	Appealing accreditation suspension	20 business days after communication sent, else new application required.	Proof that reasons for suspension have been positively rectified.	Accreditation and certification board	Appeal panel	Appeal panel
	Accreditation revocation	Appealing accreditation revocation	20 business days after communication sent, else new application required.	Reasons of revocation allow re-accreditation and Proof that reasons for revocation have been positively rectified.	Accreditation and certification board	Appeal panel	Appeal panel
	Any other accreditation issue	Appealing any other accreditation issue	20 business days after communication sent, else new application required.	Proof that reasons that created the issue have been positively rectified.	Accreditation and certification board	Appeal panel	Appeal panel

2.7. Any other appeal type.

The following table guides for any other type of appeal:

Appeal Group	Appeal type	Appeal description	Appeal deadline	Acceptance conditions	First level	Second Level	Third level (Final)
ANY OTHER							
	New request	Appealing declined new request	20 business days after communication sent, else new submission required.	Proof that reasons of first decline have been positively rectified.	Concerned committee or department	Appeal panel	Appeal panel
	Any renewal	Appealing declined renewal	20 business days after communication sent, else new application required.	Proof that reasons for renewal decline have been positively rectified.	Concerned committee or department	Appeal panel	Appeal panel
	Any suspension	Appealing suspension	20 business days after communication sent, else new application required.	Proof that reasons for suspension have been positively rectified.	Concerned committee or department	Appeal panel	Appeal panel
	Any revocation	Appealing revocation	20 business days after communication sent, else new application required.	Reasons of revocation allow re-accreditation and Proof that reasons for revocation have been positively rectified.	Concerned committee or department	Appeal panel	Appeal panel
	Any other issue	Appealing any other issue	20 business days after communication sent, else new application required.	Proof that reasons that created the issue have been positively rectified.	Concerned committee or department	Appeal panel	Appeal panel

3. IMPLEMENTATION, REVIEW AND ALTERATIONS

3.1. This Policy is adopted by SAMDDRA's board, and thus each office bearer, its members and affiliates. SAMDDRA, its members and affiliates are expected to be guided by this policy in the contexts outlined. The board shall ensure that the objectives contained in it are disseminated and understood by all SAMDDRA structures and stakeholders.

3.2. SAMDDRA reserves the right to review and make alterations to this Transformation Policy from time to time. Such amendments are binding on all SAMDDRA members. The current Transformation Policy will be maintained on SAMDDRA's website.

Version	Effective Date
1.0	1 st March 2022
1.1	30 October 2023

The Chairperson of the board of SAMDDRA

Name : Loyiso Tyira

Signature : 

Digitally signed by Loyiso Tyira
DN: cn=Loyiso Tyira, o=Tyira
Enterprises, ou=Executive,
email=loyiso@tyira.co.za, c=ZA
Date: 2024.09.13 13:28:17
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